

GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

Constitution of Committee for issue of Scheme of Awards for - Exemplary Implementation of e-Governance Initiatives by Government of AP - Criteria for the selection of the best e-Governance initiative - Orders - Issued.

INFORMATION TECHNOLOGY & COMMUNICATIONS DEPARTMENT

(Portal wing)

G.O. Ms. No. 1

Dated : 10-01-2012

Read the following:

1. G.O.Ms.No.29 Dated: 27.10.2010
2. Mom held on 11-7-2011 -Core Committee recommendations on 2nd ARC - 11th Report on Promoting e-Governance

ORDER

The Government of India has formulated a National e-Governance Plan with the vision of providing all Government Services in an integrated manner at the doorstep of the citizen, at an affordable cost. In the GO 1st read above, Government issued orders to all the departments that are having a public interface to take certain steps on an urgent basis to deliver citizen-centric services on an end-to-end basis which include IT enablement of activities starting from the request by a citizen for a Government service by filling up Online form through web-enabled system to Online delivery of certificate/information through a RCSC near to the doorstep of the citizen at an affordable cost. This would help to achieve the vision of the National e-Governance Plan - "Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man."

2. Further to the orders issued in the GO 1st read above and as per the recommendations of Core Committee on 2nd ARC -11th Report on Promoting e-Governance, to

- Recognize and promote excellence in implementation of e-governance initiatives
- Disseminate knowledge on effective methods of designing and implementing sustainable e-Governance initiatives
- Encourage horizontal transfer of successful e-Governance solutions.
- Promote and exchange experiences in solving problems, mitigating risks, resolving issues and planning for success.

Government of Andhra Pradesh hereby constitutes a Committee with the following composition to select the best e-Governance Initiative:

- | | |
|---|-------------------|
| 1. Chief Secretary to Government | Chairman |
| 2. Principal Secretary/Secretary, IT&C Department | Member & Convener |
| 3. Spl.C.S/Principal Secretary to Government, Finance | Member |

	Department	
4.	Spl.C.S./Principal Secretary to Government, Planning Department	Member
5.	Spl.C.S./Principal Secretary to Government, GA(GPM & AR) Dept	Member
6.	Managing Director, M/s. APTS Ltd., Hyderabad	Member
7.	Director (Communications) IT & C Dept	Member
8.	Head SeMT	Expert
9.	State Chief Informatics Officer, NIC	Expert
10.	Director General, CGG	Expert
	Any other person as deemed fit by Chief Secretary	

3. Terms of Reference :

- The committee will meet once in a year to select best e-Governance initiative.
- The committee will decide the criteria for selection of best e-Governance initiative from various categories enclosed in the 'Annexure - I' and Modalities and other details of the Award Scheme enclosed in Annexure - II respectively.
- The committee decides the amount to be awarded, based on the quality of vision of the projects, services, past work and implementation of technologies for increasing the efficiency of services, besides the soundness of technology being used, scalability and sustainability and finally impact made on the citizen's life for evaluation.
- The committee will have overall responsibility for selection of best e-Governance initiative.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**PANKAJ DWIVEDI
CHIEF SECRETARY TO GOVERNMENT**

To

- All members of the Committee
- All Prl. Secretaries / Secretaries to Government
- All HoDs / Agencies/ PSUs
- The Accountant General (Audit), Hyderabad.
- The Accountant General (A&E), Hyderabad.
- The Director of Treasuries and Account, Hyderabad.
- The Pay and Accounts Officer, A.P. Hyderabad.
- The Dy, PAO, Secretariat branch, Hyderabad

Copy to

PS to Chief Secretary to Government

The Joint Director (Admin) IT & C dept.

SC/SF

//FORWARDED ::BY ORDER//

SECTION OFFICER

Category of awards

- i. **Excellence in Government Process Re-engineering:** This award seeks to recognize the best-in-class projects that involved analysis and re-design of workflow and aimed at improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.
- ii. **Exemplary Re-Use of ICT-based Solutions:** This award seeks to recognize the exemplary projects implemented at department or organization level that have been replicated to other departments or organizations with suitable modifications.
- iii. **Outstanding performance in Citizen-Centric Service Delivery:** This award seeks to recognize the projects aimed at delivering enhanced value to its beneficiaries through effective use of ICT.
- iv. **Innovative Use of Technology in e-Governance:** This award seeks to recognize the projects demonstrating use of path breaking ICT or innovative use of an existing ICT.
- v. **Innovative Use of ICT by PSUs for Customer's Benefits:** This award seeks to recognize projects implemented in PSUs that demonstrate effective use of ICT focused at improving the process outcomes.
- vi. **Best Government Portal:** This award seeks to recognize the departments that have contributed most towards development of a content enriched and visually appealing website, enhancing public access and service delivery through use of ICT.
- vii. **Sectoral Award:** This award seeks to recognize achievements in the focus sector for the year.

Annexure – II

AWARD SPECIFIC FORM 'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING'

1. Coverage –Geographical (Comprehensiveness of reach of delivery centers, Number of delivery centers, Geographical spread of delivery centers etc)
2. Scope of Services/ Activities Covered (processes that have been re-engineered, services which depend on these processes, analysis/ re-design of Process workflows – before (As-Is) and after (To-Be) reengineering; changes in activities and their sequencing; level of automation (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT enabled)
3. Citizen Centricity (Details about Impact on effort, time and cost incurred by user, Feedback / grievance redressal mechanism, Audit Trails, Interactive platform for service delivery, Stakeholder consultation)
4. User convenience (Details about Completeness of information provided, Accessibility (Time Window), Distance required to travel, Access Points, Facility for online download and submission of forms)
5. Efficiency Enhancement (Details about Volume of transactions processed, Coping with transaction volume growth, Time taken to process transactions, Accuracy of output, Number of delays in service delivery)
6. Cost effectiveness (Details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, man days/man hours required to do a job etc.)
7. Capacity Building and Organizational Sustainability (Details about Hiring skilled staff, imparting training etc)
8. Accountability (Details about, impact on transparency of process, fixing Responsibilities etc.)
9. Innovation (Details on the extent to which reengineered process is unique, compared to other common process reengineering efforts, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc.)
10. Appropriate Delegation (Details on whether a team involving employees from all levels has been deployed for the project implementation and maintenance, can employees be held accountable for their actions, etc.)

AWARD SPECIFIC FORM
'EXEMPLARY RE-USE OF ICT BASED SOLUTIONS'

1. Coverage –Geographical (Number of locations in which the original project has been replicated (for example, a district-level project to other districts, a state-level project to other states)
2. Scope of Services/ Activities Covered (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT-enabled)
3. Original Project from which the Best Practice is replicated (Provide details of the original project which prompted you to do this project; how is this project similar/different in terms of services provided, design, functionality, technology etc from the original project)
4. Appropriateness of Context & localization of best practice (details about application domain that is not unique but generic, such that it can be easily replicated, local level adaptation such as local language support etc.)
5. Scalability (Details about ability to leverage shared NeGP infrastructure, Standardisation of technology used (hardware, software, application, etc.))
6. Sustainability (Details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/Encryption etc), Organization (hiring trained staff, training etc.#), financial (Scope for revenue generation etc.))
7. Cost Effectiveness (Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, Man days/man hours required to do a job etc.)
8. Innovations to original Project (Give Details about number of steps involved in process, new activities, steps introduced into the system, identification and removal of bottlenecks/Irrelevant steps etc)

AWARD SPECIFIC FORM
'OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY'

1. Coverage –Geographical (Comprehensiveness of reach of delivery centers, Number of delivery centers, Geographical spread of delivery centers etc)
2. Scope of Services/ Activities Covered (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT-enabled))

3. Stakeholder Consultation (details about type of stakeholders consulted, Number of stakeholders consulted stages at which stakeholder input was sought, any user satisfaction study done etc.)
4. Citizen centricity and relevance (Details about impact on effort and time invested by user, Feedback Mechanism, Audit trails, Interactive Platform for service delivery, need gap fulfilment etc.)
5. User Convenience (details about Access Points, Comprehensiveness of information provided, Accessibility, distance required to travel etc.)
6. Cost to user (Details about impact on Service charge paid, travel cost, indirect cost incurred by the user etc.)
7. Citizen Charter (Details about presence of citizen charter describing standard/information on services and its adherence for service delivery etc.)
8. Adherence to Service Level Agreement (SLA) (Details about presence of SLA, whether documented, whether referred etc)
9. Problem Resolution and Query Handling (Details about availability of help desk, query resolution mechanism, single window resolution, interactive interface etc.)
10. Privacy & Security Policy (Details about security technique deployed, use of digital signatures, encryption etc.)
11. Innovation (Details on extent to which the service is unique compared to other similar services, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc.)
12. E-Inclusion (Details about impact on number of trips required, availability of local language interface, online submission of forms, accessibility for disabled people, length and breadth of services made available online etc.)
13. Sustainability (details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/Encryption etc.), Organization (hiring trained staff, training etc), financial (Scope for revenue generation etc.))
14. Number of users and services (Give details about frequency of services used in last 6 months, number of visitors, number of unique visitors, number of users etc.)

AWARD SPECIFIC FORM
'INNOVATIVE USE OF TECHNOLOGY IN E-GOVERNANCE'

1. Coverage –Geographical (Comprehensiveness of reach of delivery centers, Number of delivery centers, Geographical spread of delivery centers etc)
2. Scope of Services/ Activities Covered (Relevance of choice of application for clients/agency, Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT- enabled)
3. Demonstrate innovative use of ICT for development (Details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of life/organizational effectiveness, relevance of technology to provide the service)
4. Adaptability and Scalability (details about Local language support, Ability to leverage shared NeGP infrastructure, Standardization of technology used(hardware, software, application, etc)
5. New Models of Service Delivery (details about Type of partnership model used, Links to/Supported by Public/Private Organization, Links provided to relevant websites etc)
6. Efficiency Enhancement (Details about any significant change in process that has led to efficiency improvement in terms of time or cost for citizens or agency, improve agency efficiency, facility for Audit Trails etc)
7. User Convenience (Details about Access Points, Comprehensiveness of information provided, Accessibility, distance required to travel etc.)
8. Sustainability (details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/Encryption etc.#), Organization (hiring trained staff, training etc.#), financial (Scope for revenue generation etc.))

AWARD SPECIFIC FORM
'INNOVATIVE USE OF ICT BY PSUs FOR CUSTOMERS BENEFITS'

1. Coverage –Geographical (Comprehensiveness of coverage in terms of beneficiaries' etc)
2. Scope of Services/ Activities Covered (Relevance of choice of application for clients/PSU, Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT- enabled)
3. Enhancement of Productivity (Give Details about Impact on volume of transactions handled per employee, Productivity of machines / resources)

4. Improvement in Efficiency (Give details about time required in processing transactions, delays in service outcomes, accuracy etc.)
5. Service Delivery – Business/Client Centricity (Give details about Improvement in interaction with clients and outcome for clients, relevance of access points, Length and Breadth of services provided online etc.)
6. Innovation (details on how the usage of technology is exemplary, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc)
7. Defined and Achieved outcomes (Details about extent of improvement in terms of organizational objectives, output targeted in the beginning of the project and output achieved, extent to which the project is able to reach/fulfil the requirements of planned beneficiaries etc.)
8. Sustainability (details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/Encryption etc.#), Organization (hiring trained staff, training etc.#), financial (Scope for revenue generation etc.))

**AWARD SPECIFIC FORM
'BEST GOVERNMENT PORTAL'**

1. URL : _____
2. Hosted at : _____
3. Designed and Developed by : _____
4. Information Availability (Give details about Relevance of information content, Availability of contact details, Search Capability, Contact Management etc.)
5. Service Delivery (Give details about services provided, interactivity, end to end online services, commercial/ transaction-oriented services, online payments etc.)
6. Public Access (Give details about Multi-lingual support, Disability Access etc.)
7. Security/ Privacy (Give details about security/ privacy of data shared by user (if applicable), Linkages for financial processes (if applicable) - Digital Signature/Encryption etc.)
8. Compliance with the guidelines for Indian Government Website issued by Department of Administrative Reforms & Public Grievances jointly with National Informatics Centre.
9. Design and Visual Appeal (details about Synchronization of elements (like visual, graphics, text etc.), measures deployed to ensure ease of use etc.)

10. Currency of Updation (details about the average frequency of updation of the website etc.)

11. Website Usage Data (details about Number of visitors, Number of unique Visitors, number of hits, Overall usage trends over time etc.)

AWARD SPECIFIC FORM
‘SECTORAL AWARD (Focus Sector- LOCAL GOVERNMENT)’

1. Outreach (details about geographical & stakeholder coverage)

2. Scope of Services/ Activities covered (level of education services possible, Processes covered, applications used, Number/Type of Services, Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT-enabled)

3. Enhancement of Efficiency (details about impact on the following post automation of initiative: efficiency improvement in processes related to institution, student, faculty, learning, admission etc, dependence on middlemen, volume of transactions processed, accuracy of output or error rate etc.)

4. Ease of transaction (details about methods deployed to educate users on how to avail service, security of data shared by user (if applicable), completeness of information provided, Linkages for financial processes (if applicable) etc)

5. Innovation (details on Extent to which the initiative/project is unique in purpose/goal, compared to other common e-governance projects in the Education sector, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc.)

6. Appropriateness of context and degree of localization (details about degree of localisation i.e. local language interface, database support etc.relevance of content; etc.)

7. Accessibility & User Convenience (Give details about how following has been enhanced with automation: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation etc)

8. Scalability (Give details about sufficiency of back end support framework – institutional support, technology support e.g. availability of bandwidth, means adopted for disaster recovery (backup of data/ backup server); etc)

9. Sustainability Give details about relevance; capacity building; Cost effectiveness, Financial viability of initiative, etc)